

ICM Statement to CBC Manitoba

The International College of Manitoba (ICM) communicates clearly and openly with all current and potential students regarding their study options and potential outcomes. This includes the fact that ICM is not a part of the University of Manitoba and that students can move to the University on successful completion of their studies at ICM. If a student applies to ICM but is eligible for direct entry to the University they are clearly advised of this by ICM and encouraged to apply to the University.

Since the college opened in 2008, over five hundred international students have successfully completed the ICM program and gone on to study at the University. In fact, a recent independent survey of almost 400 ICM students found that 89% of students were satisfied or highly satisfied with learning outcomes and 92% of students felt highly supported. 90% also indicated they were satisfied or highly satisfied with their experience with agents. The University of British Columbia, University of Toronto and Queens University also participated in this benchmarking survey.

ICM recruits students in a number of ways including sending ICM staff overseas to attend education fairs and exhibitions, visit schools and meet with school counsellors. Our staff also work with educational representatives and agents, similar to the University of Manitoba and other Canadian universities.

If a student did have an issue with an agent giving them incorrect information, they should inform us and ICM (and our parent company Navitas) will investigate. Navitas monitors its agents regularly and if agents are found to have breached the Navitas code of conduct their contracts are terminated. From its significant agent network Navitas has terminated approximately 15 agent agreements over the last five years.

In regards to student refunds, all students acknowledge in writing that they have read ICM's refund policy before they accept an offer to the college. ICM's refund policy is in-line with other private colleges in Canada.